

What is claimed is:

1 1. A method for doing call classification on a call to a
2 destination endpoint, comprising the steps of:

3 receiving audio information from the destination
4 endpoint;

5 concurrently analyzing using automatic speech
6 recognition the received audio information for a first type of
7 classification and a second type of classification; and

8 determining a call classification for the destination
9 endpoint in response to the step of analyzing.

1 2. The method of claim 1 wherein the first type of
2 classification is for words.

1 3. The method of claim 2 wherein the analyzed words
2 are formed as phrases.

1 4. The method of claim 2 wherein the second type of
2 classification is for tones.

1 5. The method of claim 4 wherein the step of
2 analyzing comprises the step of executing a Hidden Markov
3 Model to determine the presence of words or tones in the audio
4 information.

1 6. The method of claim 5 wherein the step of

2 executing comprises the step of using a grammar for speech
3 and tones.

1 7. The method of claim 6 wherein the step of
2 determining comprises the step of executing an inference
3 engine.

1 8. A method for doing call classification on a call to a

2 destination endpoint, comprising the steps of:

3 receiving audio information from the destination
4 endpoint;

5 concurrently analyzing using automatic speech
6 recognition the received audio information for words and tones;
7 and
8 determining a call classification for the destination
9 endpoint in response to the analysis for words and tones.

1 9. The method of claim 8 wherein the step of
2 analyzing for speech comprises the step of executing a Hidden
3 Markov Model to determine the presence of words or tones in
4 the audio information.

1 10. The method of claim 9 wherein the step of
2 executing comprises the step of using a grammar for speech
3 and tones.

1 11. The method of claim 10 wherein the step of

2 determining comprises the step of executing an inference
3 engine.

1 12. A method for doing call classification by an
2 automatic speech recognition unit on a call to a destination
3 endpoint, comprising the steps of:

4 receiving audio information from the destination
5 endpoint by the automatic speech recognition unit;
6 concurrently analyzing using automatic speech
7 recognition the received audio information for a first type of
8 classification and a second type of classification by the
9 automatic speech recognition unit; and
10 determining a call classification for the destination
11 endpoint in response to the step of analyzing by the automatic
12 speech recognition unit.

1 13. The method of claim 12 wherein the first type of
2 classification is for words.

1 14. The method of claim 13 wherein the analyzed
2 words are formed as phrases.

1 15. The method of claim 13 wherein the second type
2 of classification is for tones.

1 16. The method of claim 15 wherein the step of
2 analyzing comprises the step of executing a Hidden Markov

3 Model to determine the presence of words or tones in the audio
4 information.

1 17. The method of claim 16 wherein the step of
2 executing comprises the step of using a grammar for speech
3 and tones.

1 18. The method of claim 17 wherein the step of
2 determining comprises the step of executing an inference
3 engine.

1 19. A call classifier for determining the call
2 classification of a called destination endpoint, comprising:
3 an automatic speech recognizer for detecting first and
4 second characteristics in audio information received from the
5 called destination endpoint; and
6 an inference engine for classifying the call in response to
7 the automatic speech recognizer.

1 20. The call classifier of claim 19 wherein the first
2 characteristics are words.

1 21. The call classifier of claim 20 wherein the words
2 are formed into phrases.

1 22. The call classifier of claim 20 wherein the second
2 characteristics are tones.

1 23. The call classifier of claim 22 wherein the
2 automatic speech recognizer is executing a Hidden Markov
3 Model.